

REQUEST FOR PROPOSALS
for the
Acquisition, Delivery and Installation
of Parking Meters
with Option of Lease-Purchase Financing

City of Bloomington Department of Public Works
City of Bloomington Board of Public Works

401 N Morton Street
Suite 130
Bloomington IN 47404

Charlotte Zietlow, President
City of Bloomington Board of Public Works

Date: February 15, 2013

Introduction

The City of Bloomington, Indiana, (City) is considering institution of paid, on-street metered parking in downtown Bloomington. This document constitutes an invitation for sealed competitive proposals to provide equipment, installation, implementation assistance, technical support, training and maintenance for implementation of new smart parking meters in the downtown (see attached map), with the potential to implement additional phases. The parking meter technology shall be capable of accepting credit and debit card payments in addition to coin payments and shall be compatible with pay-by-cell phone technologies. Wireless communications technology that allows remote communication with the parking meters is required. All Payment Card Industry (PCI) compliance regulations necessary for the standard operation of the smart parking meter technology must be met.

The City engaged an outside consultant to conduct an on-street parking analysis throughout the downtown area. The parking system analysis study conducted by Walker Parking Consultants should be used for reference purposes only. A copy of this report and details of the City's parking meter program recommendations and other important information can be found on the City's website at www.bloomington.in.gov/parking.

No decision has been made yet with regard to the type of technology that will be provided (i.e., multispace meters, single-space meters or a combination of meter types). The City intends to use the responses to this RFP, in combination with the findings of the study, to make a final determination on implementation type and characteristics. This process is open to all applicable solutions, based on the findings and evaluation criteria of the responses.

The City is interested in any financing options offered by the vendor in order to facilitate purchase of the parking pay stations, software and equipment. The implementation could include an outright purchase of the selected equipment or a financing/lease agreement for the use of the equipment over a defined period of years, to be determined by mutual agreement between the City and the successful vendor(s). The implementation will not include privatization or outsourcing of parking meter operations.

The City currently uses T-2 as the main parking enforcement software. In the offer please include information regarding any existing interface with T-2. If there is limited/no T-2 interface please describe an alternative system with prices included.

I. Instructions to Offerors

- Questions regarding the RFP guidelines are due via email to the following address by 5:00 p.m. EST on February 27, 2013: robertsa@bloomington.in.gov. Responses will be provided to those questions by e-mail no later than 5:00 p.m. EST on March 1, 2013.
- All questions received and all responses provided will be posted on Friday, March 1, 2013, and can be accessed at <http://bloomington.in.gov/parking>
- The City reserves the right to issue an Addendum to this Request for Proposals if it determines such action is in its best interest.
- Proposals shall be valid for a period of ninety (90) days from the date they are opened at a public meeting.
- All proposals shall be properly signed and sealed. Proposals shall be submitted in sealed envelopes and marked on the outside with the Offeror's name and address and with the following statement in red: "SEALED PROPOSAL – AUTHORIZED OPENING ONLY."
- Proposals shall be delivered no later than 4:00 pm EST on Friday, March 8, 2013, to the City of Bloomington Department of Public Works at Suite 130, 401 N. Morton Street, Bloomington IN, or mailed to the following address:

Andrea Roberts, Deputy Director of Public Works
City of Bloomington Department of Public Works
401 N Morton Street, Ste 130
Bloomington IN 47404

- Proposals shall include one (1) original, two (2) copies and one (1) electronic copy. Proposals received after this designated time will be returned unopened.
- The issuance of this RFP does not create any obligation on the part of the Board of Public Works (BPW) to enter into any contract or undertake any financial obligations with respect to the project referred to herein. The City reserves the right to modify, revise or cancel this RFP.
- All proposals will be opened in public on Friday, March 8, 2013, in the McCloskey Conference Room located in City Hall at 4:30 pm. Proposals received after this designated time will be returned unopened.
- After evaluation of all proposals received, the BPW intends to conduct discussions and negotiations with the Offeror(s) that the BPW considers best qualified to meet its requirements. The BPW reserves the right to reject any and all proposals and to waive any non-conformities, whenever such actions are in the best interest of the project as determined solely by the BPW.
- The contract, if awarded, will be awarded to the responsible Offeror(s) submitting the best proposal complying with the conditions and requirements of this RFP.

Considerations in addition to cost will be used in selecting the successful proposal. The BPW also shall consider the following, listed in order of importance:

- **Functionality:** Demonstrated capability of desired features, performance, user-friendly design, system capabilities. Address all System Specifications.
 - **Services and Support:** Professional services, consulting, training, installation and support, security management.
 - **References:** Proven track record of success, experience, customer support.
 - **Total Cost of Ownership:** The base cost as well as the costs of customization, maintenance, training, implementation, future upgrades.
- All expenses incurred in the preparation of responses to this RFP shall be borne by the Offerors submitting proposals. All submitted proposals shall become the property of the City of Bloomington Department of Public Works.
 - The City of Bloomington is exempt from payment of all state and federal sales and property taxes.
 - The Offeror shall comply with City of Bloomington Ordinance 2.21.020 and all other federal, state and local laws and regulations governing non-discrimination in employment.
 - Each Offeror must ensure that to the greatest extent feasible, opportunities for training and employment should be given to lower income residents of the project area and purchases and/or contracts for work in connection with the project should be awarded to small business concerns that are located in, or owned in substantial part, by persons residing in the area of the project. The City of Bloomington is an equal opportunity employer, and Offerors must meet all requirements for equal employment opportunity under Title VII of the 1994 Civil Rights Act as amended.
 - Each Offeror for contracts more than \$10,000 must submit its written Affirmative Action Plan to the City AT LEAST TWENTY-FOUR HOURS BEFORE THE BIDDING DEADLINE. Each Offeror must insure that all employees and applicants for employment are not discriminated against because of any race, religion, color, sex, national origin, ancestry or disability. All the protected classes must be included in the Affirmative Action Plan for it to be acceptable. In addition to other requirements, the plan MUST include a workforce breakdown, an internal grievance procedure for implementation of the Plan, specific plans for recruitment from minorities, equal access to training programs, a non-retaliation statement, and an explanation of your methods of communicating the operations of the Affirmative Action Plan to employees and prospective recruits.

- Each Offeror should submit copies of the plan SEPARATELY from the proposal. The Contract Compliance Officer for the City of Bloomington is Barbara McKinney. EACH BIDDER MUST REVIEW HIS OR HER AFFIRMATIVE ACTION PLAN WITH MS. MCKINNEY WELL IN ADVANCE OF THE BIDDING DEADLINE. Her telephone number is (812) 349-3429. Her office hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. EACH OFFEROR'S WORKFORCE BREAKDOWN FIGURES MUST BE UPDATED EVERY SIX MONTHS.

OFFERORS WHO FAIL TO SUBMIT ACCEPTABLE PLANS
ARE SUBJECT TO DISQUALIFICATION.

- Pursuant to Indiana Code 5-22-16-6, each Offeror shall submit a properly executed Non-Collusion Affidavit. This affidavit is provided.
- Pursuant to Indiana Code 22-5-1.7-11, each Offeror, prior to entering into a contract with the City, is required to enroll in and verify the work eligibility status of all of its newly hired employees through the E-Verify program, if the E-Verify program still exists. An affidavit must be signed which affirms that the Offeror does not knowingly employ an unauthorized alien. A copy of this affidavit has been provided.
- Pursuant to Indiana Code 5-22-16.5, the Offeror being awarded a contract with the City must sign an affidavit certifying that the Offeror is not engaged in investment activities in Iran. A copy of this affidavit has been provided.
- Pursuant to Indiana Code 5.22.15.25, affecting all contracts in which steel products are supplied in the performance of the services, the steel products must be manufactured in the United States.
- The City of Bloomington Board of Public Works reserves the right to waive any informalities and to accept or reject any or all proposals submitted.

II. Equipment to be Acquired

The City of Bloomington Department of Public Works is considering acquiring a minimum of 164 pay stations along with 159 single-space meters or a minimum of 1200 single-space meters to cover the area highlighted in the attached map. The price quoted shall be locked in as a not to exceed amount for a period of two years from the contract date.

System Specifications:

The City has determined minimum specifications and requirements as outlined below. Failure to comply with these specifications may be cause for rejection of the proposal. Alternate components that will meet the same function may be considered.

1. FOR MULTISPACE METERS

1.1 Hardware – Pay station cabinet and pedestal

1.1.1 The pay station shall have a visually pleasing design. It should not be an intrusion to the streetscape.

1.1.2 Internal components shall be enclosed in a theft resistant steel housing. Housing must be minimum 12-gauge rolled steel. Proposal shall include specifications addressing materials, thickness and safety design.

1.1.3 Units must be plumb mounted to sidewalk or City approved site.

1.1.3.1 Bolts (anchors) must be accessible only by City maintenance staff and not viewable by the public.

1.1.4 Coins shall be deposited into a removable sealed coin vault/canister securely enclosed in a separate compartment of the pay station.

1.1.5 The coin vault/canister shall have the minimum capacity of holding three hundred dollars (\$300) in quarters.

1.1.6 The pay station shall have separate compartments for maintenance and collection. There shall be no access to the coin collection area when the unit is open for maintenance.

1.1.7 Surface must have a powder-coated finished with an anti-graffiti protection coating such as Barrier Graffiti-Protection Barrier, manufactured by Pine Valley Eco Products, Inc. or an approved equal, for graffiti and weather resistance.

1.1.8 The height of the pay station and its user-interface must comply with the Americans with Disabilities Act (ADA) requirements.

1.1.8.1 "Accessible parking meter" and "accessible on-street parking meter" shall mean a parking meter with the following characteristics:

1.1.8.1.1 All operable parts, including but not limited to slots for payment, no higher than 48" from the ground;

1.1.8.1.2 The operable parts and meter face directed at an accessible route; and

1.1.8.1.3 A box of ground space free of obstacles and measuring at least 30" x 48" aligned for forward or parallel approach to the operable parts and meter.

1.2 Security and Locking Mechanisms

1.2.1 No locks can be exposed beyond the flush mount of the housing. All locks must be out of the public's view.

1.2.2 Locks must be corrosive resistant and should not require regular cleaning or maintenance.

- 1.2.3 Locks must not utilize oval or hollow keys.
- 1.2.4 Locks must not utilize tumblers.
- 1.2.5 Locks cannot be duplicated or purchased from either the vendor or lock manufacturer without the City's written approval.
- 1.2.6 Separate keys must be available to prevent maintenance personnel from entering the collection area and vice-versa.
- 1.2.7 All apertures shall be designed and/or shielded to discourage vandalism and insertion of foreign material.

1.3 Payment Types

- 1.3.1 Pay stations must accept quarter, dime and nickel coins.
- 1.3.2 Coin slot shall accept all coins through a single slot.
- 1.3.3 Coin slot shall be equipped with a barrier plate that remains closed and opens only when a metal object is detected.
- 1.3.4 Pay stations must be able to detect and reject foreign coins and slugs. If the coin slot is jammed (inoperable), the station should still accept credit or debit card payments.
- 1.3.5 Debit and credit card acceptance shall include at least Visa and MasterCard; American Express and Discover if possible.
- 1.3.6 The credit card reader must be modular and easily unplugged and removed with basic tools for easy servicing.
- 1.3.7 The pay station must be Payment Certification Industry (PCI) compliant. Vendor supplying parking equipment must meet the credit card data security requirements outlined by the Payment Card Industry Standards Council (<http://www.pcisecuritystandards.org>) for Service Providers and/or Software Vendors. PCI Certification must be achieved through a third party audit process. The provision of voluntary, security scan reports and questionnaires as proof of compliance will not be acceptable.

1.4 Token Program

- 1.4.1 The City is considering implementing a "token program," for both the City and businesses to provide valid tokens or cards to customers. Please explain how a token program would operate, and list the price per one hundred (100) tokens and/or cards. Prices shall be guaranteed for the duration of the two (2) year contract. Please provide more detailed information on other validation programs you have.

1.5 Screen

- 1.5.1 For increased visibility in low-light conditions, the LCD shall be backlit. Backlight will be enabled automatically via light sensitivity, and will require no additional settings to be adjusted. Shall be easily readable under various daytime and nighttime conditions.

1.5.2 Shall use U.S. date style (MM:DD:YY) and time (HH:MM AM/PM).

1.5.3 Color LCD will be considered, but is not mandatory. However, the pay station shall have a graphical liquid crystal display (LCD).

1.5.4 All prompts on the pay station must be user configurable.

1.5.5 The display must be remotely programmable via a web-based meter management system, such that the meter staff is not required to be present at the meter for changes to be made.

1.5.6 Pay station and screen must maintain normal operation within -20 degrees Fahrenheit to 125 degrees Fahrenheit.

1.5.7 UV resistant (non-yellowing) polycarbonate material should be used to protect the LCD and solar panel.

1.5.8 The polycarbonate material must be treated with an anti-fog coating to maximize the user's ability to interact with the display at all times.

1.6 Instructions to paying customers

1.6.1 Instructions should be provided in English.

1.6.2 Please list what other languages are available for customers to select and include whether or not there is an additional cost for each language and what this cost is, if applicable.

1.6.3 Instructions should be provided on the screen as well as with the usage of decals and permanent signage on the pay station. Instructions should be clear and concise. Vendor will work with the City to devise these instructions.

1.6.4 Vendor shall provide samples of signage that are mounted on or adjacent to pay station that directs the public to pay at pay station.

1.6.5 Instructions must include an "opt-out" option for customers throughout the transaction, until the transaction is completed.

1.6.6 Total transaction time should be less than 15 seconds. Please estimate the average time of a transaction in seconds.

1.7 Keys and Keypad

1.7.1 The keypad must be vandal resistant, weather proof and corrosion resistant.

1.7.2 The keypad must be modular and easily unplugged and removed with basic tools for easy servicing.

1.8 Light Bar

1.8.1 The pay station shall have the option of a light bar above the display and keypad to increase visibility.

1.9 Coin Vault/Container

1.10.1 All denominations of coins must be held in a double-locked, secured coin container.

1.10.2 A key must be required to remove the coin container from the pay station. A separate, different key must be required to open the coin container or similar method may be proposed below.

1.10.3 Maintenance personnel without keys must not be able to remove or open the coin container.

2. FOR SINGLE-SPACE METERS

2.1 Hardware

2.1.1 The height of the meter must comply with the Americans with Disabilities Act (ADA) requirements.

2.1.1.1 "Accessible parking meter" and "accessible on-street parking meter" shall mean a parking meter with the following characteristics:

2.1.1.1.1 All operable parts, including but not limited to slots for payment, no higher than 48" from the ground;

2.1.1.1.2 The operable parts and meter face directed at an accessible route; and

2.1.1.1.3 A box of ground space free of obstacles and measuring at least 30" x 48" aligned for forward or parallel approach to the operable parts and meter.

2.2 Security and Locking Mechanisms

2.2.1 Locks must be corrosive resistant and should not require regular cleaning or maintenance.

2.2.2 Locks must not utilize oval or hollow keys.

2.2.3 Locks cannot be duplicated or purchased from either the vendor or lock manufacturer without the City's written approval.

2.2.4 Separate keys must be available to prevent maintenance personnel from entering the collection area and vice-versa.

2.2.5 All apertures shall be designed and/or shielded to discourage vandalism and insertion of foreign material.

2.3 Payment Types

2.3.1 Meter must accept quarter, dime and nickel coins.

2.3.2 Coin slot shall accept all coins through a single slot.

2.3.3 Must be able to detect and reject foreign coins and slugs. If the coin slot is jammed (inoperable), the station should still accept credit or debit card payments.

2.3.4 Debit and Credit card acceptance shall include at least Visa and MasterCard; American Express and Discover if possible.

2.3.5 The credit card reader must be modular and easily unplugged and removed with basic tools for easy servicing.

2.3.6 The meter must be Payment Certification Industry (PCI) compliant. Vendor supplying parking equipment must meet the credit card data security requirements

outlined by the Payment Card Industry Standards Council (<http://www.pcisecuritystandards.org>) for Service Providers and/or Software Vendors. PCI Certification must be achieved through a third party audit process. The provision of voluntary, security scan reports and questionnaires as proof of compliance will not be acceptable.

2.4 Token Program

2.4.1 The City is considering implementing a “token program” for the City and businesses to provide valid tokens or cards to customers. Please explain how a token program would operate, and list the price per 100 tokens and/or cards. Prices shall be guaranteed for the duration of the two (2) year contract. Please provide more detailed information on other validation programs you have.

2.5 Instructions to paying customers

2.5.1 Instructions should be provided in English.

2.5.2 Instructions must include an “opt-out” option for customers throughout the transaction, until the transaction is completed.

2.5.3 Total transaction time should be less than 15 seconds. Please estimate the average time of a transaction in seconds.

2.6 Graphical Display

2.6.1 The single-space parking meter shall have a graphical liquid crystal display (LCD).

2.6.2 The meters must maintain normal operation within -20 degrees Fahrenheit to 125 degrees Fahrenheit.

2.6.3 Maximum stay period messages, current time of day (including time when meter will expire) must be featured.

2.6.4 The LCD displays must be remotely programmable via web-based meter management system, such that the meter staff is not required to be present at the meter for changes to be made.

2.6.5 For increased visibility in low-light conditions, the LCD shall be backlit. Backlight will be enabled automatically via light sensitivity and will require no additional settings to be adjusted.

2.6.6 UV resistant (non-yellowing) polycarbonate material should be used to protect the LCD and solar panel.

2.6.7 The polycarbonate material must be treated with an anti-fog coating to maximize the user’s ability to interact with the display at all times.

2.6.8 Shall use U.S. date style (MM:DD:YY) and time (HH:MM AM/PM).

2.7 Coin Collection Card

2.7.1 With the use of a coin collection card and without opening the meter housing, the meter must allow for the user to clear the coin box counter at the time of cash collection. The effect of this card is to provide a cash audit feature that is available in the web-based management system that will allow visibility of the time, card used, cash value collected, and a detailed summary of the coin types collected.

2.8 Meter Maintenance Card

2.8.1 With the use of a meter maintenance card and without opening the meter housing, the meter maintenance card must allow the maintenance staff to put time on the meter to compensate a motorist in the event of meter maintenance activity.

2.8.2 The time put onto the meter will not affect the revenue audit, but can be logged and displayed in the web-based management system.

3. FOR EITHER MULTISPACE AND/OR SINGLE-SPACE METERS

3.1 Power System

- 3.1.1 Shall include commercially available battery.
- 3.1.2 Batteries must last an average of three (3) years without recharge or replacement.
- 3.1.3 The battery storage area must allow for easy access to the battery for removal and replacement with a proper key.
- 3.1.4 Must include a solar panel for recharge of the internal battery.
- 3.1.5 Shall include a separate backup battery to sustain clock, calendar and audit information in the event of a main battery failure or during battery replacement.
- 3.1.6 If lithium is provided, proposal shall include a cost reimbursement for disposal.
- 3.1.7 Single-space meters shall be equipped with an integrated solar panel recharge system. This solar panel will be incorporated into the inside of the meter housing, in order to prevent damage due to operating conditions or vandalism.

3.2 Serviceability

- 3.2.1 All circuit boards and internal components are to be environmentally sealed, high water resistant and operate in conditions of -20 degrees Fahrenheit to 125 degrees Fahrenheit. Vendor shall explain how unit components are protected from moisture, dust and other factors that might cause an operational failure of a component or the unit.
- 3.2.2 The following components must be easily field interchangeable without the use of significant tools (pay stations):
 - 3.2.2.1 Circuit boards
 - 3.2.2.2 Display and cover screen
 - 3.2.2.3 Coin path components (coin discriminators, etc)
 - 3.2.2.4 Locks
 - 3.2.2.5 Keypads
 - 3.2.2.6 Credit card readers
 - 3.2.2.7 Modems/wireless devices
 - 3.2.2.8 Coin vaults
 - 3.2.2.9 Paper printers
 - 3.2.2.10 Batteries

3.3 Tool Kit

Please provide with the proposal a complete tool kit list that includes all the tools necessary for maintenance and repair of the pay station. Also please list all the tools required to access and interchange these components with associated prices.

3.4 Diagnostics (pay stations)

3.4.1 Units must have built in diagnostic software.

3.4.2 The unit shall be able to report and send warnings for all of the following:

3.4.2.1 Cash box status

3.4.2.2 Open door

3.4.2.3 Paper supply low

3.4.2.4 Low battery

3.4.2.5 Power failure

3.4.2.6 Unit operational status

3.4.2.7 Please list any other operational status reports and/or warnings available.

3.5 Data Management

3.5.1 Unit shall have both cellular and wireless communication devices (Wi-Fi cards, etc.) pre-installed. Wi-Fi should be available in the build of the equipment and should be easily programmed if and when the City installs Municipal wireless. We would like to also know what frequency services you offer in Wi-Fi.

3.5.1.1 Please provide your cellular communications plan pricing on the attached price sheet. We seek to compare your pricing with our government pricing and select the less expensive option. If the cellular plan is not severable from your hardware and maintenance costs, please explain why. If it is severable, then provide the pricing information on the pricing sheet and any additional information that we would need to secure quotes on a cellular plan with third party vendors.

3.5.1.2 The cellular modem shall be carrier neutral and support the following networks 4g/3g/2g. This should be accomplished by using a SIM card from chosen carrier.

3.5.2 The unit shall be capable of two-way communication to a remote communication center to transmit financial data, activity reports and operational status of the unit.

3.5.3 Vendor shall explain in detail how its wireless two-way secure communication system works.

3.5.4 All operational and financial data must communicate with remote backend software and must be viewable 24 hours, 7 days a week.

3.5.5 Critical operational failure data or alarms must be transmitted to email, pager and/or cellular communication immediately upon failure occurring.

3.5.6 Vendor shall provide an Application Programming Interface (API) for the City to query data in real-time for both analysis and sharing.

3.5.7 All City workstations are currently Windows XP Professional and will be moving to Windows 7. We are not looking at installing Windows 8 at this time; however, your software should be compatible with the latest Microsoft Release. Compatibility with Mac OSX is desirable but not required. Browser-based components should work with Webkit-based browsers: Firefox, Chrome, Safari, etc.

3.5.8 The system must be able to create ad hoc reports about on-street parking operations on a daily basis. Parking management software shall have, at a minimum, the ability to generate the following reports:

3.5.8.1 Revenue by location or pay station/single-space meter

3.5.8.2 Revenue by collection area or maintenance route

3.5.8.3 Maintenance activity by location or pay station

3.5.8.4 Operational status by pay station

3.5.8.5 Date and time stamps for all operational events

3.5.8.6 Date, time, type, and amount of each transaction

3.5.8.7 Please list any other reports available from the parking management software.

3.5.8.7.1 Please provide examples of each report listed.

3.5.9 Software must be capable of showing real time mapping of unit status and location. Status should include at a minimum any warnings or alarms, time remaining and expired vehicles.

3.5.10 Discuss whether or not the reporting is web based, and if it is not, explain how is the information will be accessed.

3.5.11 Include information about whether or not there are licensing fees for the software, and if so, explain what they are.

3.5.12 Single-space meter reporting shall be in the umbrella of software reporting for the pay stations. Please explain how this will work.

3.6 Rate Changes

3.6.1 The vendor shall provide twelve (12) free hourly rate changes per year as long as we are engaged with the vendor's company.

3.6.2 The City also shall have the ability to change the rates as we see fit.

3.7 Revenue Audit Capabilities

- 3.7.1 Unit shall record and store all financial data.
- 3.7.2 Unit shall transfer financial data to remote data management software.
- 3.7.3 Unit must reset the balances to zero (0) after each collection of financial data.
- 3.7.4 Resetting the meter or loss of power must not affect audit figures held in memory by the pay station.
- 3.7.5 Revenue must be sorted by denomination of coin and/or type of credit card along with totals.
- 3.7.6 Full reporting and auditing software must be included.

3.8 Training

- 3.8.1 Vendor shall provide training on an individual basis or in a group setting as approved by the City for the operation and maintenance of the pay stations.
- 3.8.2 Vendor must provide a training program for technicians and staff responsible for:
 - 3.8.2.1 Installation, start up and maintenance/repair of the units.
 - 3.8.2.2 Coin collection.
 - 3.8.2.3 Programming rates, valid parking times, etc. through the management software.
 - 3.8.2.4 Monitoring the equipment, generating reports and internal auditing. Data file collection, credit card file downloading and processing, set up and maintenance of user accounts, etc.
- 3.8.3 Vendor must provide a thorough outline of the training content and provide a training schedule for both software and hardware. The schedule shall include continual education, including emphasis on areas of City's choice and for upgrades of software and/or hardware.
- 3.8.4 Vendor shall provide three (3) copies and one electronic version (PDF) of the operating manual in English for installation, maintenance and use (complete with wiring diagrams and specifications). Manuals shall be provided at the time the units are delivered (or installed if the City chooses to have vendor install the pay stations).

3.9 Inventory of Parts

- 3.9.1 Vendor must provide detailed list of inventory supplies with expected life expectancy of each part in the bid. The list should include the recommended number of parts the City should have in its inventory, for each part, per meter.

3.9.2 Vendor must provide a list of all parts should there be a need to order additional items. This price list must be included in the proposal with the costing as a separate attachment. Prices shall be guaranteed for the duration of the two (2) year contract.

3.9.2.1 Parts must be described as either proprietary or non-proprietary.

3.9.2.2 Parts must be described as either available refurbished or not.

3.10 Customer Support/Service

3.10.1 Vendor must provide a point of contact that is reachable Monday through Friday during normal operating hours (8 am – 6 pm) Eastern Time.

3.10.2 Vendor must provide a point of contact for after-hours requests (6 pm – 8 am).

3.10.3 Vendor must return phone calls the same day, should the City need immediate assistance.

3.10.4 The Vendor guarantees, for a minimum period of two (2) years from the date of installation, to repair or replace any part or component determined to be defective in material or workmanship under normal use and service at no additional cost to the City.

3.10.5 Please indicate if an additional warranty (greater than the minimum required two years) on parts and components is available.

3.10.6 The Vendor shall provide the City with any new software releases for a period of two (2) years at no charge.

3.10.7 Please list the cost of the most recent software upgrade or new release for one software package.

3.11 Communications

3.11.1 The Vendor must include a comprehensive communications plan that shall provide the public with a smooth transition to meters. The communications plan is subject to approval from the City and shall include items such as:

3.11.1.1 Clearly written text useful for news releases, handouts, web sites and outreach materials on how to use meters, with a focus on customer convenience.

3.11.1.2 A video, available to post on the web, demonstrating how to use the meters.

3.11.2 The City will specify color, logos and printed instructions at a later date. All materials must be approved by the City before distribution.

3.12 Installation Timeframe

3.12.1 Units shall be installed within ninety (90) days after the contract is agreed upon and signed.

3.12.2 Once the installation begins, vendors shall have thirty (30) days to complete all unit installations.

3.12.3 All safety considerations during installation must be taken by the vendor during installation.

3.13 Quantities

3.13.1 Quantities listed are estimates of anticipated usage for the initial term of the contract. The City retains the option to increase or decrease quantities based on actual installation and recommendations from Vendors. The City does not guarantee the purchase of any specific minimum quantities during the term of this agreement.

3.14 Supplies

Please provide a list of all the supplies used to maintain the pay stations with associated prices (examples include oils, lubes, cleaning supplies, graffiti removal supplies, etc.).

III. Proposal Submission

1. Conflict of Interest

A respondent submitting a proposal certifies that no officer, agent or employee of the City of Bloomington who has a pecuniary interest in this RFP has participated in the contract negotiations on the part of the City of Bloomington; that the proposal is made in good faith without fraud, collusion or connection of any kind with any other respondent to this request for proposal; and that the respondent is competing solely on his or her own behalf without connection with, or obligation to, any undisclosed person or firm.

2. Proposal Organization

The respondents must provide all information as requested in this Request for Proposal. Responses must follow the format outlined in this RFP. The City may reject as non-responsive at its sole discretion any proposal or any part thereof, which is incomplete, inadequate in its response, or departs in any substantive way from the required format. Proposal responses shall be organized in the following manner:

- a. Cover letter, which shall be addressed as indicated on the cover page of this RFP
- b. Experience and references
- c. Proposal
 - i. Technical specifications
 - ii. The technical specifications section shall include the detailed provisions of the equipment proposed for the City of Bloomington's implementation. Please be as detailed as you can so that the City can understand the full capabilities of the system. Schedule including, but not limited to:
 1. Purchasing
Describe the costs associated with implementation, ongoing operations and maintenance, credit card processing fees, service call fees, replacement parts, add-on features, etc. Also provide variance of costs based on the proposed financing options (purchase, lease, lease purchase).
 2. Installation (include steps)
Responsible parties and specific installation steps.
 3. Implementation plan
Milestones from signing the contract through delivery, installation and ongoing maintenance.

4. Operations and maintenance plan

Ongoing maintenance, life expectancy, replacement part processes, location of replacement facility and delivery schedule.

5. Software and management components

Backend software, reporting capabilities, ongoing management functionality and remote capabilities, etc.

6. Training plan

Plans for providing training for operation, programming, maintenance, testing parts replacement, back end software and wireless communications.

7. Credit card processing

Methods and approach to handle the credit card processing component of the ongoing meter operations.

8. Communications

Plan for assisting the City of Bloomington with initial communications, education and rollout.

9. Modularity

Describe the ability to add/delete features from the equipment.

iii. Methodology for establishing wireless communications

Please describe the approach for establishing, operating and maintaining wireless communications between the equipment and the back end software.

iv. Specification worksheets

v. Pricing worksheet

vi. Financing options

Please describe alternative approaches to purchase or finance of the proposed equipment, including but not limited to, outright purchase, lease, or lease purchase. Please describe the costs associated with each and the benefits and disadvantages of each approach.

d. Financial qualifications

e. Sample management reports

f. Sample communications materials

g. Product brochures

h. Proposed contract

3. Cover Letter

The Cover Letter must state the name and title of the person(s) authorized to represent the Offeror in any negotiations, the name(s) and titles(s) of persons authorized to sign any contract that may result, the contact person's name, mailing address, phone and fax numbers, and email address. A legal representative of the successful firm authorized to bind the firm in contractual matters must sign the Cover Letter and the Proposal.

4. Experience and References

The City defines proven experience as an on-street installed base operating continuously for at least one (1) year in at least (4) cities of equal or greater size and similar weather conditions to that of the City of Bloomington, with a total number of at least 50 pay stations.

Supporting material should include references for all related contracts for the previous two (2) years and may include other information pertinent to the product or work to be performed. References must include the contact person's name and title, agency, address, phone number, organizational role, scope of the work or volume of the product, and time period when the work was executed.

5. Technical Requirements

This section of the proposal will be evaluated on the basis of **Part II. Equipment to be Acquired: System Specifications**. The specifications clearly detail what is to be provided in submitted proposal responses.

6. Financial Qualifications

Please provide a copy of your firm's most recent audited financial statements, credit rating report, and/or any other evidence of the firm's sound financial condition.

Please identify any material litigation, disciplinary actions or penalties, and administrative proceedings currently affecting your firm or involving allegations of security law violations by the firm and the disposition of such litigation, actions, penalties or proceedings.

7. Pricing

Pricing shall include:

- All terms and conditions related to the purchase, delivery and installation of:
 - One hundred and sixty-four (164) parking pay stations, plus any number of additional pay stations within the next two years — with the option of the vendor installing the base platforms along with one hundred and fifty-nine (159) single-space meters, plus any number of additional single-space meters within the next two years — with the option of the vendor installing the meters from scratch, should the City pursue that option.

OR

- One thousand two hundred (1200) single-space meters, plus any number of additional single-space meters within the next two years — with the option of the vendor installing the meters from scratch, should the City pursue that option.
- Pricing shall be locked in at a not to exceed amount for a period of two years from the contract date. The City reserves the right to purchase any number of additional meters and/or paystations at no more than the quoted rate for the two-year period. Vendor shall allow the City to purchase any additional pay stations and/or single-space meters at their current price, if that price is less than the price quoted for the original pay stations and/or single-space meters.
- Pricing shall include any and all back office operational and/or management fees.
- Pricing shall include service contracts, hourly rates and extended warranty.
- Pricing shall include the cost to obtain or maintain all permits, certifications, and licenses that may be required to perform the contract.
- Templates are provided in the bid documents.

8. Withdrawal, Modification or Alteration of Proposal

Prior to the RFP opening, changes may be made by the Offeror, provided the changes are initiated by the Offeror or authorized agent. Also, a proposal may be withdrawn upon written request of the Offeror prior to the scheduled closing time for accepting proposals.

Negligence on the part of the Offeror in preparing their proposal confers no right to withdraw his or her response after the scheduled closing time for filing proposals.